

FIG. 1

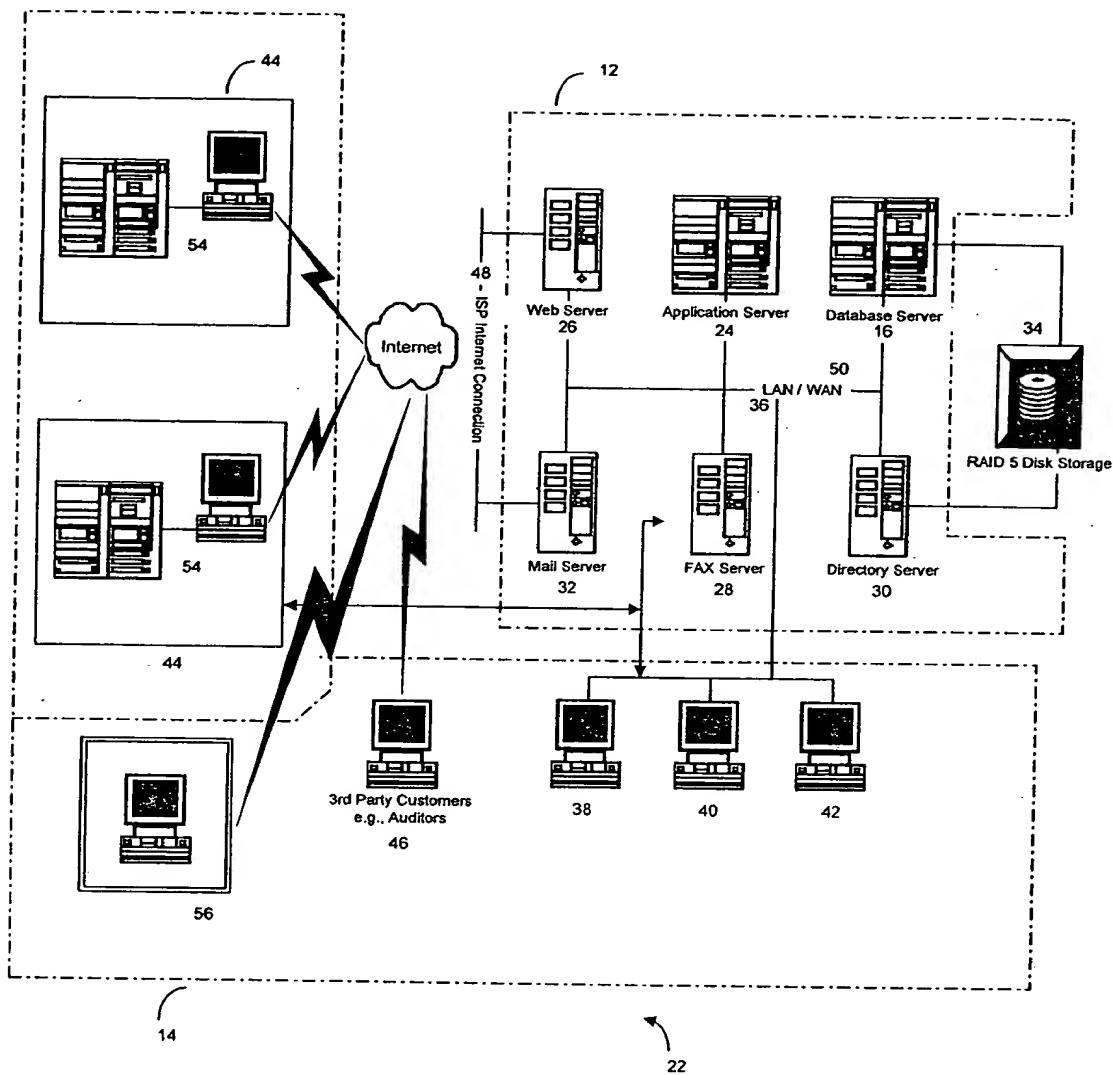
FIGURE 2

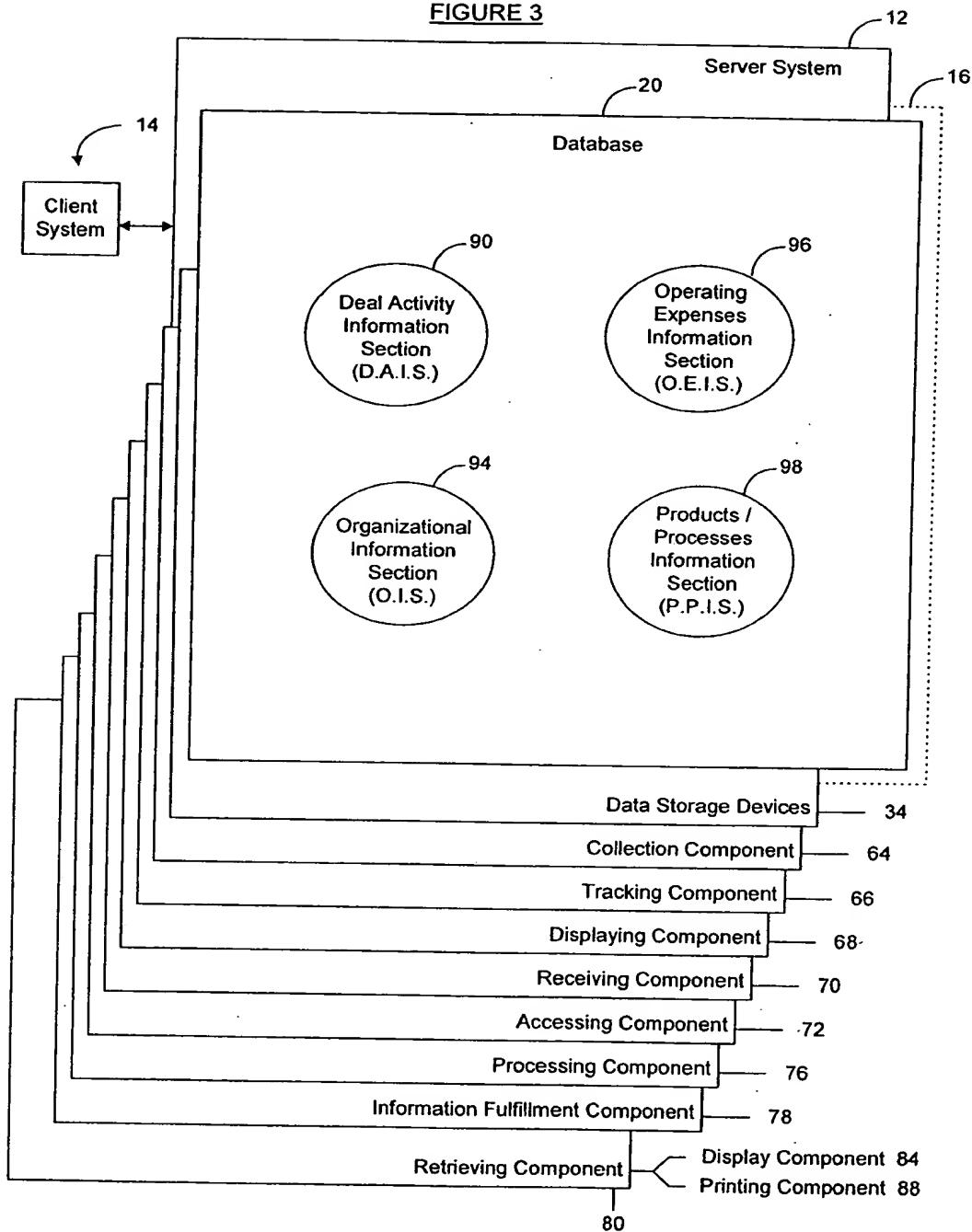
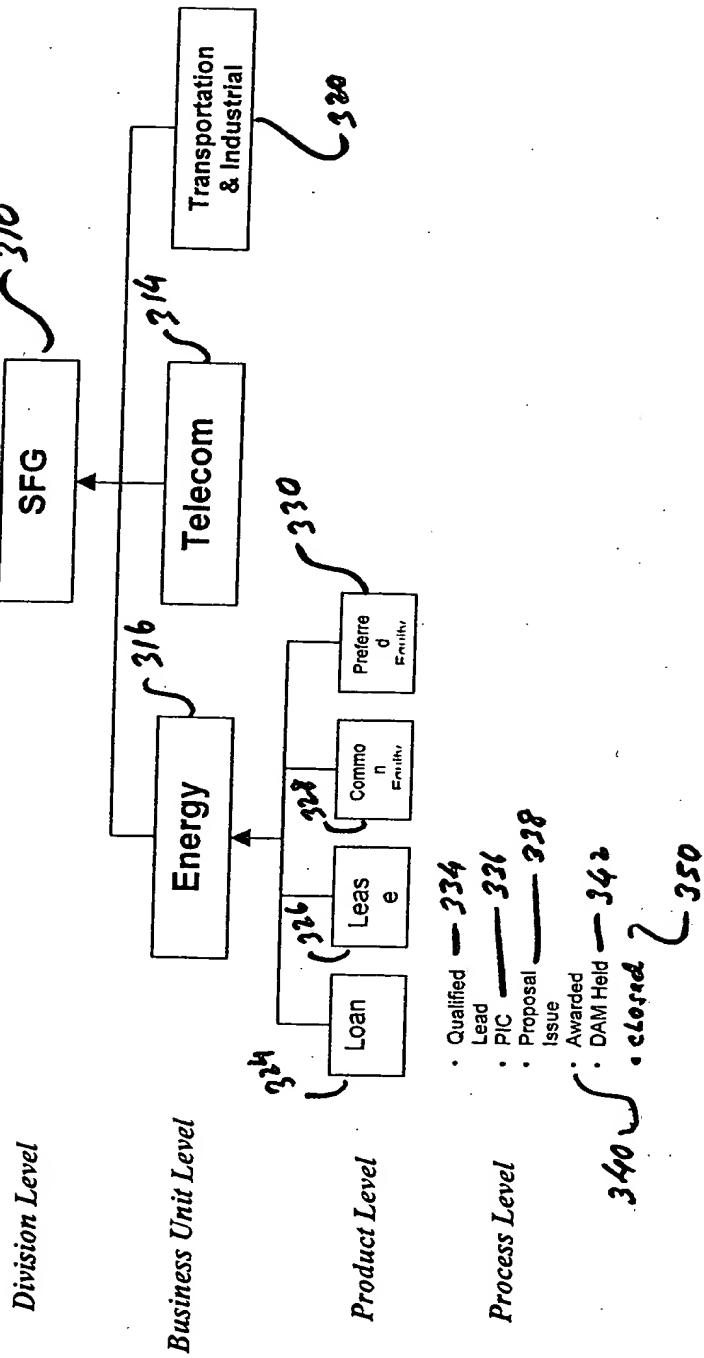
FIGURE 3

FIGURE - 4

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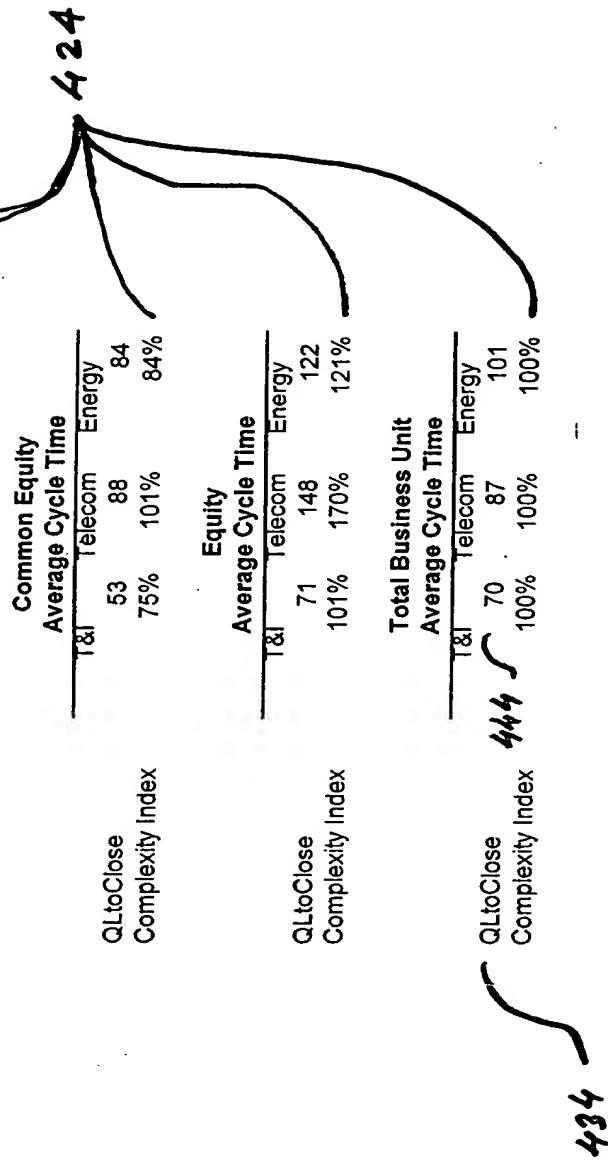
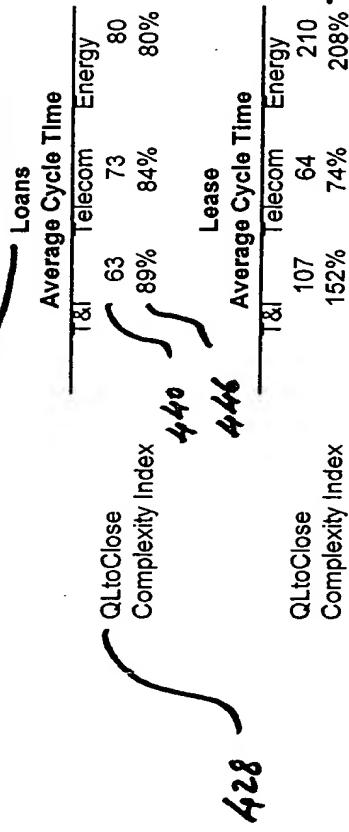
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Complexity Index (CL - CI Cycle)	Loan	89%	506
# of CL	10	10	10
Lead and terminated	8	2	2
# of PIs	15	3	2
PI and terminated	17	4	11
# of issued proposals	18	4	11
Issued and terminated	2	2	5
# of awarded credit requests	1	0	2
Awarded and terminated	1	0	2
# of DAM	15	2	3
DAM and terminated	3	1	9
# of approved	12	9	12
Approved and terminated	4	0	5
Closed	13	11	29
Total	\$ 18,323	\$ 18,323	\$ 18,323
Lead and terminated	\$ 8,796	\$ 8,796	\$ 8,796
# of PIs	\$ 36,532	\$ 38,532	\$ 38,532
PI and terminated	\$ 94,534	\$ 94,534	\$ 94,534
# of issued proposals	\$ 21,034	\$ 60,474	\$ 21,166
Issued and terminated	\$ 51,551	\$ 51,551	\$ 51,551
# of awarded credit requests	\$ 232,771	\$ 272,210	\$ 232,902
Awarded and terminated			\$ 234,405
DAM			
DAM and terminated			
# of approved			
Approved and terminated			
Closed			

FIGURE. 8

520

Loan

	HQ Level	Board Level	Division Level	Total Costs
From Queue	\$ 787,893	\$ 183,231	\$ 1,300,939	\$ 2,272,063
From IPICS	\$ 307,867	\$ 70,370	\$ 457,402	\$ 835,638
From Success Proposals	\$ 693,576	\$ 154,128	\$ 1,579,812	\$ 2,427,516
From Pending or Open Requests	\$ 1,512,541	\$ 189,068	\$ 3,403,217	\$ 5,104,825
From DAWI Headers	\$ 315,516	\$ 120,948	\$ 719,639	\$ 1,156,102
From Approved	\$ 618,618	\$ 51,551	\$ 1,288,787	\$ 1,958,956
Total Costs	\$ 4,236,010	\$ 769,295	\$ 8,749,795	\$ 13,755,100
Unit Cost per Close Deal	\$ 232,771	\$ 272,210	\$ 232,902	\$ 234,222
Total Cost per Close Deal	\$ 529,501	\$ 769,295	\$ 437,490	\$ 474,314
Total Costs:	\$ 1,862,167	\$ 272,210	\$ 4,658,048	\$ 6,792,425
Close Deals	\$ 2,373,842	\$ 497,085	\$ 4,091,748	\$ 6,962,675
Dead Deals	\$ 4,236,010	\$ 769,295	\$ 8,749,795	\$ 13,755,100
Total Costs	\$ 56%	65%	47%	51%
Dead deals % of Total Costs	\$ 53%	50%	59%	57%
Hit Rates (DAM Held to Close)				

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FIGURE - 9

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1999 T&I Operating Cost for Loans by Process

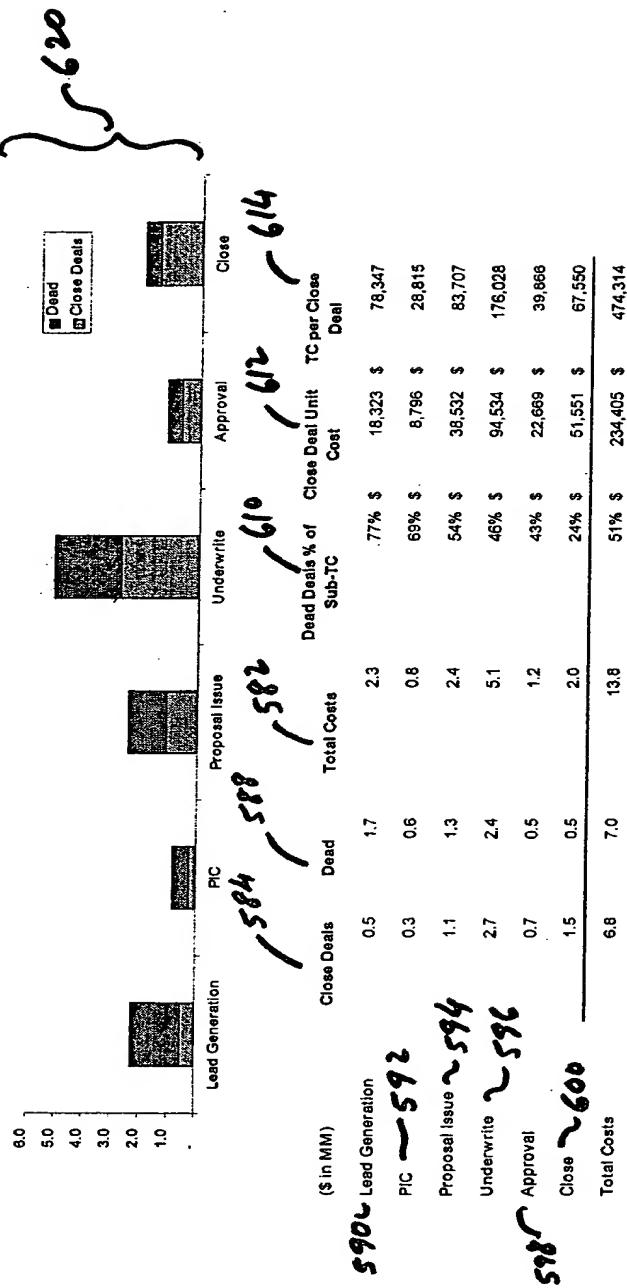
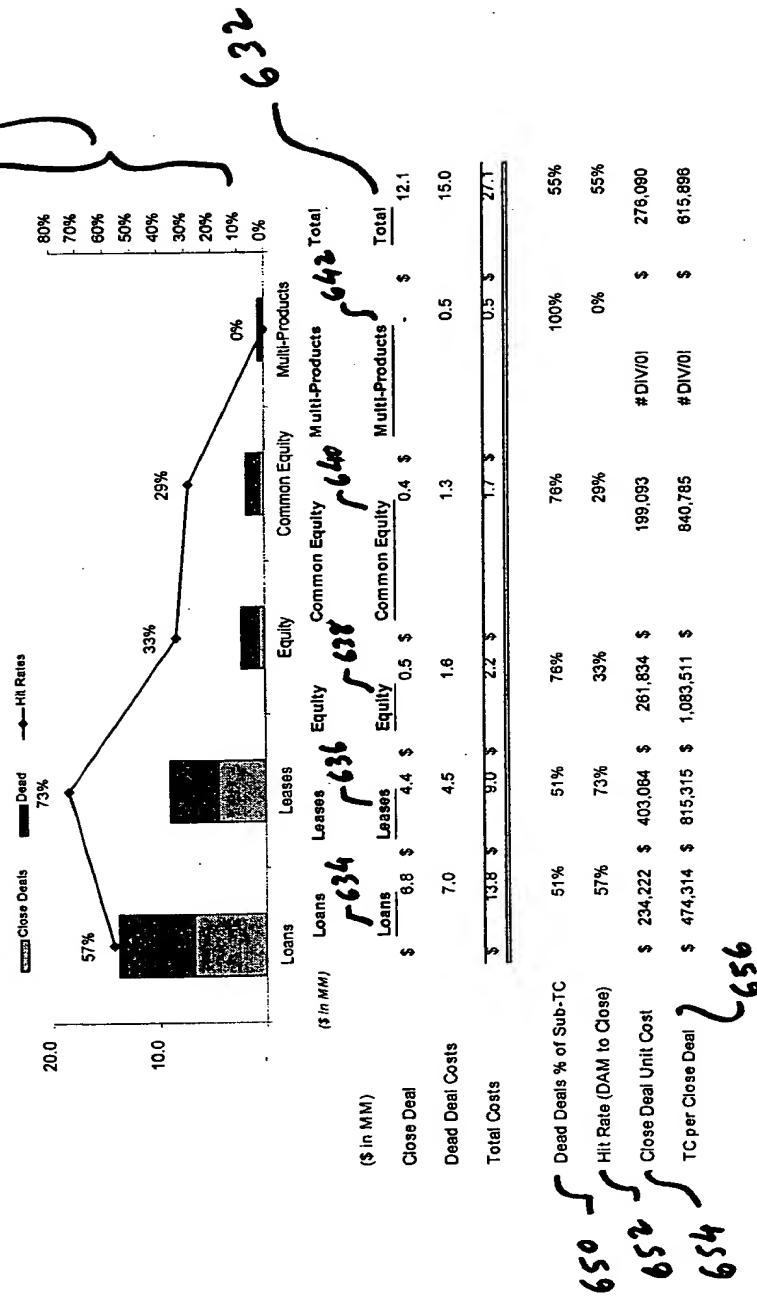


FIGURE . 10 → 630

1999 T&I Operating Cost by Product



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FIGURE - 11 →
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1999 T&I Operating Cost for All Products by Process

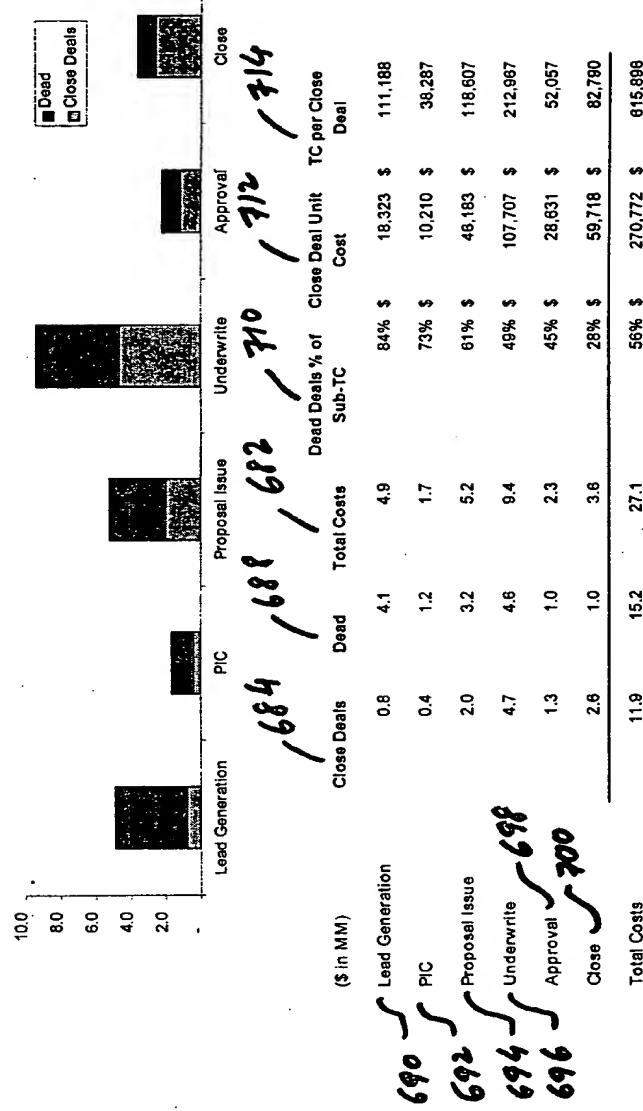


FIGURE 12